

Systems Management Subcommittee

Minutes of 5/4/04 Meeting

Attendees: Doug Mader, David Gerth, Dietra Thomas and Doug Drenning

(Not present: Russell Collier, Lee Foster, Charlie Zeberlein , Debbie Dunn, Floyd Stayner, Jim Scurry, and John Ward)

Meeting Scribe: David Gerth

Minutes: Minutes from the 4/6/04 meeting were reviewed and approved.

Business:

Doug Mader presented an overview of the Information Technology Infrastructure Library (ITIL) framework which is a set of 'Best Practices' on how to manage IT service delivery. This framework is used to support business processes and is an effective foundation for quality IT service management. Alternative support frameworks include TQM processes and the Capability Maturity Model (CMM) for control and structure in software development and Project Management. A video presentation and handout were provided. The presentation reviewed a model for addressing the top ten concerns of IT directors in the area of service delivery. The ten concerns were divided into service delivery issues or service support issues. The model and instruction on how to create the model are available from the 'Office of Government Commerce'. The model is a repeatable, documented process and is available in units.

Doug Drenning reviewed an AOC directive that each baseline strategy and product must be submitted in the Bricks format and form SECEA-8 must also be completed. All acceptance votes on submitted products were delayed until the products have been re-submitted in the proper format.

Dietra Thomas raised the discussion issue of how would we provide a bricks strategy for disaster recovery. The members present agreed that a disaster recovery outline of major requirements for planning for a strategy is what should be provided and the Bricks format does not lend well to this endeavor.

Doug Mader pointed out the fact that poor subcommittee participation was a major factor in getting the deliverables of this subcommittee done. A discussion was held on how to get more involvement from other group members. All members present voted that every member should have a product ready for submission to the group at the next meeting.

Next Meeting: Tuesday, June 8, 2004, 2 pm at the Department of Revenue